

## Amendment 307 Contract No. 229944

### To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 307 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 18th day of August, 2014, by and between Vix Technology (USA) Inc. (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

#### Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to create new Call Center Website (CCW) functionality that allows the Agencies to process credit card payments for customers whose Autoload payment transaction has failed and must make a new payment to cover the debt. This work is more fully described in the Contractor's document SEA-09550 PA-ROF CCW Failed Autoload Credit Card Repayment (Amendment 287/RFI 714 ORCA) v5.0 as approved by the Agencies on August 1, 2014.

- C. The Parties agree that the necessary Work to modify the system will be performed and compensated as described below.

## **Agreement**

### **Section 1.0 Description of Work**

The Contractor will perform the development and testing work necessary to create new CCW functionality that allows the Agencies to process credit card payments for customers whose Autoload payment transaction has failed and must make a new payment to cover the debt. The new functionality will enable the Agencies to search for, track status/activity, and report on failed Autoload repayments. Such work will include the following:

1.1 The Contractor will modify the system, using the existing functionality for Non-sufficient Funds (NSF) event management to enable management of Autoload failures.

1.2 The Contractor will modify the Agency Website (AGW) functionality as follows:

- (a) When any NSF event with the "Failed Autoload" reason is viewed on the AGW, the following fields will display as read only:
  - i. Cardholder name
  - ii. Date of payment failure
  - iii. ORCA card number
  - iv. Reason
  - v. Type
- (b) When any NSF event with the "Failed Autoload" reason is viewed on the AGW, the following fields will be editable:
  - i. Fee charged
  - ii. Cardholder contact history
  - iii. Status
  - iv. Amount of failed Autoload payment
- (c) Generate the NSF event reason of "Failed Autoload" only through failed Autoload payments.
- (d) The value generated in requirement 1.2 (c) cannot be selected for existing or new manually created events.
- (e) Automatically default the NSF status to "Outstanding" when the event is first made and update as required, including to "Repaid".

1.2 The Contractor will modify the CCW as follows:

- (a) Introduce a new menu item and page under the Cardholder Actions section which is called "Failed Autoload Repayments".
- (b) The page created in requirement 1.2 (a) will display a list of all outstanding Autoload NSF events created by the system when the batch Autoload request was declined by the bank. The default sorting order will be only outstanding events on the Date field descending.
- (c) Allow editing of the "Total Amount" for single event payments only. The amount cannot be less than the Fee payable.
- (d) For single event payments, if the "Total Amount" field is updated and payment made, mark the event as "Repaid".
- (e) For associated cards, restrict the repayment option to the associated cardholder.
- (f) In the event the associated cardholder cannot be found, record the Autoload failure event against the primary cardholder.
- (g) After repayment is received, remove the entry (ies) from the Failed Autoload Repayment page. The existing CCW and AGW NSF history pages and NSF Bad Check-Auto Revalue-NSF Events Report will list these as system generated. The Agency field will display "Regional".
- (h) Allow the CSR (Supervisor) to select one or more outstanding failed Autoload entries and process payment on the new "Autoload Repayment" page.
- (i) Display the total payment amount and total of any associated fees when paying for multiple Autoload failures. The following rules apply:
  - i. The payment amount and fee amount cannot be updated
  - ii. A single fee amount applies to the entire repayment.
  - iii. Individual User Data (UD) records will be created as per the details of each failed Autoload event.
- (j) Process all failed Autoload repayment through the CCW. The following rules apply:
  - i. Process failed Autoload repayment made by check, cash or money order as web payments.
  - ii. Initiate the repayment in the CCW for the cardholder and complete at the CST using existing permissions and rules
  - iii. Allow processing of repayments for blocked cards.
- (k) Restrict the repayment option to KCM Supervisors only.



- (l) Name the shopping cart option for this transaction type: "Failed Autoload Repayment".
- (m) Restrict the shopping cart to only a single failed Autoload repayment transaction.
- (n) Allow multiple NSF repayments for multiple ORCA cards in a single transaction. Each failed Autoload payment will be uniquely linked to a repayment for a specific ORCA card.
- (o) Create a new mandatory field which requires the Customer Service Representative (CSR) to enter the payer details in addition to the credit card cardholder name. The following rules apply:
  - i. ORCA cardholder and payer name are searchable in the new report
  - ii. The credit cardholder name and credit card number are deleted immediately following the payment transaction
- (p) Display the CCW receipt as per the current format
- (q) Allow the CSR to enter credit card details manually. Credit card numbers will not be selectable from existing credit card information used to set up autoloads.

1.3 The Contractor will modify the Customer Service Terminal (CST) as follows:

- (a) The product name will be labelled "Failed Autoload Repayment". No Issuer, Start Date, End Date, Remaining Value or Purchase Price will be listed.
- (b) The Fee field is the total fees of the selected Autoload failures
- (c) The Cost is the total amounts of the selected Autoload failures
- (d) The Total Cost is the sum of the Fee and Cost

1.4 The Contractor will modify Email functionality as follows:

- (a) Generate a customer email notification, with text provided by the Agency, that the ORCA Autoload Repayment and any associated fee was charged with specific payment information to include:
  - i. Amount
  - ii. Date
  - iii. Masked bank card information
  - iv. Receipt number
- (b) Send the email to the address indicated in the cardholder account for the ORCA CSN with the failed Autoload.

- (c) Generate the same email described in requirement 1.4 (a) to customers who make Web payments at the CST.
- (d) Store a viewable record of the customer email in Customer emails in CCW, similar to the failed Autoload emails.
- (e) Modify the existing Autoload Cancellation email, with text provided by the Agency, to include the ORCA card serial number and the last four digits of the credit card. Customers who own multiple ORCA cards that are registered to the same funding source will receive multiple emails.

1.5 The Contractor will make the following general system changes:

- (a) Create a new NSF event reason of "Failed Autoload" with the Type "Autoload" to be applied to each declined Autoload request during the Autoload batch result report processing (downloaded from CyberSource).
- (b) Implement the system generated failed Autoload default fee amount as \$0.00.
- (c) Allow the failed Autoload default fee amount to be updated via a database patch.
- (d) Record transaction history events against each ORCA card for the Autoload NSF repayment(s). The transaction descriptions for these events will be "Failed Autoload Repayment".
- (e) Record payment in the ORCA system against the ORCA CSN and cardholder name
- (f) Apply all existing cardholder personal data protections to the bankcard information entered for repayment of failed Autoload transactions.
- (g) Generate a new fee transaction type to be called "Autoload Repayment". In the event multiple Autoload failures are settled, individual fee transactions are generated for the ORCA cards associated with each individual failed Autoload event. The fee transaction generated with the new fee type is handled per current fee functionality.
- (h) Use the current KCM Call Center merchant for Autoload repayment transactions

1.6 The Contractor will make the following Report changes:

- (a) Create a new ad hoc report to list all Autoload repayments to include the following:
  - i. Date of failure
  - ii. Date of payment
  - iii. Payment amount
  - iv. Fee amount
  - v. ORCA card serial number(s)
  - vi. Cardholder name
  - vii. Name of the payer (if different than cardholder)
  - viii. Receipt number
- (b) List fee transactions in the Service Receipt Detail report as an Autoload repayment fee to distinguish it from other types of fees.
- (c) Utilize the Regional Autoload manager to search for payment in the new report described in requirement 1.6 (a) by a CSN, Cardholder name, payer name and date range (date of failure or date of payment).
- (d) Generate the new report, using the Regional Autoload manager, to summarize all failed Autoload repayments for a specific time period.
- (e) Report failed Autoload repayments processed as Web payments, in the same report as repayments processed with credit cards. Export functionality will be per the current reporting system.

## **Section 2.0 Schedule:**

- 2.1 The Contractor will complete the work described in Section 1 with Maintenance Release 28.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

### Section 3.0 Compensation Changes

3.1 Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

#### VI. IMPLEMENTATION

##### SPECIAL PROGRAMS

<b>LUMP SUM COST</b>
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The Contractor will perform the work to create functionality that allows the Agencies to process payments for failed Autoload payment transactions. <b>TOTAL</b>	<b>\$79,597</b>
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### Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Three Hundred and seven shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]

Its: General Manager

Date: 8/14/14

The Agencies

By: [Signature]

Its: Operations Manager

Date: August 18, 2014